

## PROGRAM SPECIALIST

### **General Definition of Work:**

Performs intermediate to complex skilled administrative support work in a variety of complex office assistance tasks requiring strong computer skills; does related work as required. Work is performed under regular supervision.

### **Essential Functions/Typical Tasks:**

**Receiving, screening and processing telephone calls; assisting the public; typing, word processing and data processing duties; maintaining complex and/or confidential records and files; preparing reports. May evaluate, determine and qualify applicants for department positions.** *(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

- Takes and/or transcribes dictation of correspondence, memoranda, reports and other materials.
- Types from rough draft, copy, dictating machine, marginal notes or verbal instruction.
- Maintains and prepares payroll time sheets, related payroll records and personnel files and records.
- Enters a variety of operating and accounting data into computer system.
- Prepares technical monthly, quarterly and annual reports.
- Maintains department files and records.
- Maintains departmental purchasing information, records and files.
- Checks and reviews a variety of data for accuracy, completeness and conformance to established standards and policies.
- Assists in the preparation of departmental budget and maintenance of related files and reports.
- Prepares personnel status reports for HR processing.
- Answers telephone, interviews visitors and refers to proper authority for disposition.
- Maintains a variety of departmental schedules.
- Designs and develops a variety of informational packages relating to departmental activities.
- Receives, sorts and distributes incoming mail; processes outgoing mail.
- Prepares agendas, attends meetings, transcribes minutes including Boards and Commissions.
- Collects and prepares data for records, reports and surveys.
- Assists with recruitment process, including scheduling interviews and update correspondence to candidates.
- Undertakes special projects regarding department functions as directed.
- Posts and makes entries in accounts and other records.
- Composes correspondence and related departmental forms and information independently and from supervisor's notes.
- Operates standard office, word processing and data entry equipment.
- Performs related tasks as required.

### **Knowledge, Skills and Abilities:**

Thorough knowledge of standard office practices, procedures, equipment and office assistance techniques; thorough knowledge of business English, spelling and arithmetic; ability to type and transcribe dictation accurately and at a reasonable rate of speed; ability to make arithmetical calculations; ability to establish and maintain effective working relationships with associates and the general public; ability to follow oral and written instructions; skill in the operation of standard office, word processing and data entry equipment.

### **Education and Experience:**

Any combination of education and experience equivalent to graduation from high school including or supplemented by courses in secretarial science and considerable experience in office assistance work.

### **Physical Requirements:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects, and some light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, and determining the accuracy and thoroughness of work; the worker is not subject to adverse environmental conditions.

### **Special Requirements:**

May require possession of an appropriate driver's license valid in the State of North Carolina. May require Notary Public certification.

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